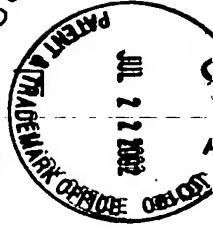


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Application Designer-Untitled-RC_CASE_HD.ENG(Page)

File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

RC_CASE_HD.ENG (Page)

Page Designer Order

660

620

640

650

Installed

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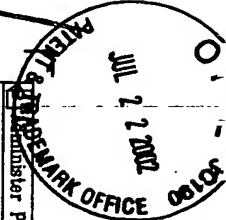
Fig. 6

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Internet Explorer Address Bar: http://localhost:7001/services/clientservlet/peopletools/?cmd=start&

Home>PeopleTools>Maintain Security>Use>Administer Configuration

Administer Configuration Options

Option	Description	Image	Enable Option	Allow User Value	Default Value
ACCESS	Accessibility Features		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N
A0BTN	Tab over Add/Del Buttons(+/-)		<input type="checkbox"/>	<input type="checkbox"/>	N
ADES	Afternoon designator (PM, pm)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	PM
CA0BTN	Tab over Calendar Button		<input type="checkbox"/>	<input type="checkbox"/>	
CSYM	Currency Symbol		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$
CSYM	Currency Symbol		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	L
DCSP	Decimal Separator		<input checked="" type="checkbox"/>	<input type="checkbox"/>	.
DFRMT	Date Format		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	M
EXPENT	Expert Entry		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N
GRD0TAB	Tab over Grid Tabs		<input type="checkbox"/>	<input type="checkbox"/>	
HDR0RCH	Tab over Header Icons		<input type="checkbox"/>	<input type="checkbox"/>	
LKP0BTN	Tab over Lookup Button		<input type="checkbox"/>	<input type="checkbox"/>	
LITZONE	Local Time Zone		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	PST
MDES	Morning designator (AM, am)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	AM

Buttons: Home, View Worklist, Help, Sign Out

Local Internet

275

FIG. 8

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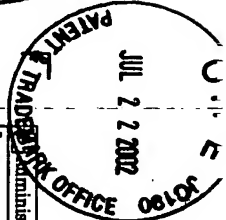
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Home>PeopleTools>Maintain Security>Use>My Profile

PEOPLE

File Edit View Favorites Tools Help

Back Forward Search Favorites History Home View Worklist Help Sign Out

Address: http://localhost:7001/people/jefflerner/peoplesoft/?cmd=start

Go Co Links

General Profile Information

Opid for CRMSKT, CRMQABAK

Password

Change password

Change or set up forgotten password help

Personalization

Changes to Personalization settings require you to log off and log back on in order to take effect.

My preferred language for reports and email is: English

Currency Code: ☐ ☒

Set Personalizations

Email

Email Address:

1005

Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your mailings.

Alternate User ID: ☐

1010

From Date: ☐ (example: 12/31/2000)

To Date: ☐ (example: 12/31/2000)

1020

Miscellaneous User Links

270

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FIG. 10A

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Administer Personalization Opt - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Home W A a

Address http://localhost:2001/certhtml/certhtml/peoplesoft/cund=startr

Home>PeopleTools>Maintain Security>Use> My Profile

Personalization

Option	Default Value	Override Value	
Accessibility Features	No	<input type="checkbox"/>	Explain
Afternoon designator (PM, pm)	PM	<input type="checkbox"/>	Explain
Currency Symbol	\$	<input type="checkbox"/>	Explain
Currency Symbol Position	Leading	<input type="checkbox"/>	Explain
Decimal Separator	.	<input type="checkbox"/>	Explain
Date Format	MM/DD/YY	<input type="checkbox"/>	Explain
Date Separator	/	<input type="checkbox"/>	Explain
Local Time Zone	Pacific Time, Tijuana	<input type="checkbox"/>	Explain
Morning designator (AM, am)	AM	<input type="checkbox"/>	Explain
Multiple Row Insert	<input type="checkbox"/>	<input type="checkbox"/>	Explain
Save Configuration	Yes	<input type="checkbox"/>	Explain
Save Warning	Yes	<input type="checkbox"/>	Explain
Time Format	h:mm:ss(8:05 AM)	<input type="checkbox"/>	Explain
Time Separator	:	<input type="checkbox"/>	Explain
Thousand Separator	,	<input type="checkbox"/>	Explain
Use Local Timezone	Yes	<input type="checkbox"/>	Explain

Home View Worklist Help Sign Out

New Window

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FIG. 100B

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FOR CASE HD ENG (Page)

Page Designer	order	1220	1230
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1240

1240

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[illegible]

1200

Fig. 12

FIG. 13A

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Administer Personalization Opt-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Home W Y Z A B

Address http://localhost:7001/series/kenleret/peopleinfo/?cond=dark

Address Info

Address Seq: 1 1360 View All First 1 of 1 Last

Address Detail

Effective Date: 07/25/2001 1320 *Status: Active 1208 1330

*Address Type: Business 1320 *Address ID: 1208 1330

Description: 1340

Country: USA 1350 United States

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

Country: CA 94505

State: CA 94505

Time Zone: PST Pacific Time, Tijuana

Lost Modified: 07/25/2001 2:36PM PDT VP1 1335

Submit

Phone Info

Phone Type Description Primary Prefix Telephone Extension

Business Desk 001 925 694 9479

View All First 1 of 1 Last

Done Local intranet

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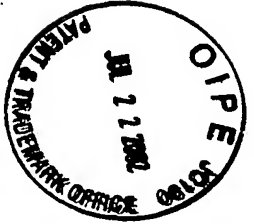
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FIG. 13B

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Address Detail	
*Effective Date:	07/25/2001
*Address Type:	Business
Description:	
Country:	USA <input type="checkbox"/> United States
Address 1:	Peoplesoft Parkway
*Status:	
*Address ID:	

FIG. 13C

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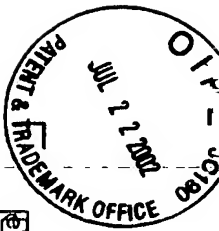
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Administer Personalization Opt-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Search Favorites History Home View Worklist Help Sign Out

Address: http://localhost:7001/services/submit/start/peoplesoft/cond-start

PEOPLE

Address Info View All First 1 of 1 Last

*Address Seq: 1

Address Detail View All First 1 of 1 Last

*Effective Date: 07/25/2001

*Status: Active

*Address Type: Business 1320 *Address ID: 1208 1330

Description: 1340

Country: USA United States 1350

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

State: CA California

Postal: 94505

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Submit 1335

Phone Info View All First 1 of 1 Last

*Phone Type Description Primary Prefix Int'l Telephone

Business Desk 001 925 694 9479

Extension + -

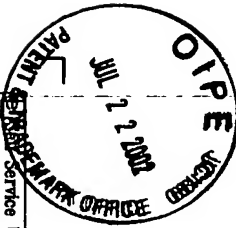
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FIG. 13D

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Home>PeopleTools>Maintain Security>Use>My Profile

PERSONALIZATION

Option	Default Value	Override Value
Accessibility Features	No	<input checked="" type="checkbox"/> Exploit
Tab over Add/Del Buttons (+/-)	No	<input checked="" type="checkbox"/> Exploit
Afternoon designator (PM, pm)	PM	<input checked="" type="checkbox"/> Exploit
Tab over Calendar Button	No	<input checked="" type="checkbox"/> Exploit
Currency Symbol	\$	<input checked="" type="checkbox"/> Exploit
Currency Symbol Position	Leading	<input checked="" type="checkbox"/> Exploit
Decimal Separator	MM/DD/YY	<input checked="" type="checkbox"/> Exploit
Date Format	/	<input checked="" type="checkbox"/> Exploit
Date Separator	Pacific Time, Tijuana	<input checked="" type="checkbox"/> Exploit
Local Time Zone	AM	<input checked="" type="checkbox"/> Exploit
Morning designator (AM, am)	Yes	<input checked="" type="checkbox"/> Exploit
Multiple Row Insert	Yes	<input checked="" type="checkbox"/> Exploit
Save Configuration	Yes	<input checked="" type="checkbox"/> Exploit
Save Warning	Yes	<input checked="" type="checkbox"/> Exploit
Time Format	h:mm:ss(8:05 AM)	<input checked="" type="checkbox"/> Exploit
Time Separator	:	<input checked="" type="checkbox"/> Exploit
Thousand Separator	.	<input checked="" type="checkbox"/> Exploit

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FIG. 13E

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PeopleTools - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Search Favorites History Home Stop Reload Print A+ B-

Address http://peopletools7001.srv.oracle.com/portal/permissions/permissions.htm

Home PeopleTools>Maintain Security>Use>Permission Lists

General Pages PeopleTools Process Sign-on Times D

Permission List: ALLPANELS

Description: All Panels

Find | View All First 1-65 of 65 Last

Menu Name	Description	All Panels	Find View All First 1-65 of 65 Last
ADMINISTER_SECURITY	ADMINISTER_SECURITY	+	-
APPLICATION_ENGINE	APPLICATION_ENGINE	+	-
APPMONITOR	APPMONITOR	+	-
CALLCENTER	CALLCENTER	+	-
CIC_PAGELETS	CIC_PAGELETS	+	-
CIV_SCHEMA_MAP	CIV_SCHEMA_MAP	+	-
CRM_OPEN_WORKLIST	CRM_OPEN_WORKLIST	+	-
CRM_PORTAL_COMPONENTS	CRM_PORTAL_COMPONENTS	+	-
CRM_TRANSFORM_UTILITY	CRM_TRANSFORM_UTILITY	+	-
CTL_CONFIGURATION	CTL_CONFIGURATION	+	-
CUBE_MANAGER	CUBE_MANAGER	+	-
EDI_MANAGER	EDI_MANAGER	+	-
ESTABLISH_BUSINESS_UNITS	ESTABLISH_BUSINESS_UNITS	+	-
MAINTAIN_PRODUCT_CONFIGURATOR	MAINTAIN_PRODUCT_CONFIGURATOR	+	-
MAINTAIN_SECURITY	MAINTAIN_SECURITY	+	-
MAINTAIN_SOLUTION	MAINTAIN_SOLUTION	+	-

Home View Worklist Help Sign Out

New Window

Local Internet

FIG. 14A



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FIG. 14B

1470

Grid Properties

General Columns Label Use

General Attributes

Main Record: PSACLMEMU

Page Field Name: PSACLMEMU

Occurs Level: 1

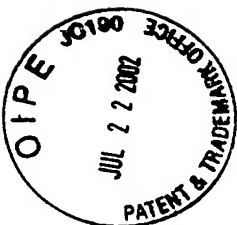
Occurs Count: 15 1480

☐ Unlimited Occurs Count (rows) 1490

OK Cancel

270

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FIG. 14C

225

1410
1420A

1420B

1420P

1420Q

PEOPLE
Soft

Home View Worklist Help Sign Out

Home>PeopleTools>Maintain Security>User>Permission Lists

General Pages PeopleTools Processes Sign-on Times (D)

Permission List: ALLPANLS

Description: All Panels

Menu Name	Edit Components
ADMINISTER_SECURITY	Edit Components
APPLICATION_ENGINE	Edit Components
APPMONITOR	Edit Components
CALLOCENTER	Edit Components
CIC_PAGELETS	Edit Components
ENV_SCHEMA_MAP	Edit Components
CRM_OPEN_WORKLIST	Edit Components
CRM_PORTAL_COMPONENTS	Edit Components
CRM_TRANSFORM_UTILITY	Edit Components
CTI_CONFIGURATION	Edit Components
CUBE_MANAGER	Edit Components
EDI_MANAGER	Edit Components
ESTABLISH_BUSINESS_UNITS	Edit Components
MAINTAIN_PRODUCT_CONFIGURATOR	Edit Components
MAINTAIN_SECURITY	Edit Components
MAINTAIN_SOLUTION	Edit Components
MANAGE_INTEGRATION_RULES	Edit Components
MASS_CHANGE	Edit Components
INVISION	Edit Components
PORTAL_ADMIN	Edit Components
PORTAL_COMPONENTS	Edit Components
PORTAL_PERS_HOMEPAGE	Edit Components
PROCESSMONITOR	Edit Components
PROCESS_SCHEDULER	Edit Components
QUERY_MANAGER	Edit Components
RA_CAMPAGN_MANAGEMENT	Edit Components
RA_CM_STRUCTURE	Edit Components
RB_DEFINE_PRODUCTS	Edit Components
RB_GENERAL_OPTIONS	Edit Components
RB_INTEGRATION_OPTIONS	Edit Components
RB_MANAGE_COMPETENCIES	Edit Components
RB_MANAGE_CUSTOMER_INFORMATION	Edit Components
RB_MANAGE_WORKFORCE	Edit Components
RB_PROCESS_INBOUND_TRANS	Edit Components
RB_STRUCTURE_SEARCHING	Edit Components
RB_WORKER_CALENDAR	Edit Components
RC_SELF_SERVICE	Edit Components
RC_SOLN_MGMT	Edit Components
REPORT_BOOKS	Edit Components
REPORT_MANAGER	Edit Components
RF_AGREEMENTS	Edit Components
RF_DEFINE_ITEMS	Edit Components
RF_DEFINE_ITEM_CONTROLS	Edit Components
RF_MAINT_ENTITLEMENTS	Edit Components
RF_MANAGE_RMA	Edit Components
RF_SERVICE_ORDER	Edit Components
RF_STRUCTURE	Edit Components
RI_CIC_HOME	Edit Components
RI_INTERACTION	Edit Components
RI_SETUP	Edit Components
RM_DELTA_UTILITY	Edit Components
RSF_FORECAST	Edit Components
RSF_LEADS	Edit Components
RSF_OPPORTUNITY	Edit Components
RSF_PRTL	Edit Components
RSF_SETUP_TABLES	Edit Components
RSF_TERRITORY	Edit Components
STRUCTURE_PROCESS_AUTOMATION	Edit Components
STRUCTURE_RC	Edit Components
TRANSLATE	Edit Components
EDI_MANAGER	Edit Components
TREE_MANAGER	Edit Components
UTILITIES	Edit Components
WORKFLOW_ADMINISTRATOR	Edit Components
WORKLIST	Edit Components

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FIG. 17A

275

Component Properties

General Use Internet

Search Page
Primary Action ☐ New ☒ Search

Default Search Action: Update Display

Default Search/Lookup Type: ☒ Basic ☐ Advanced

☒ Allow Action Mode Selection

Link To Access Add Page-- Message Set/Nbr: 124 62

Link To Access Search Page-- Message Set/Nbr: 124 63

Instructional Text-- 1710 Message Set/Nbr: 124 50

Multi-Page Navigation
☒ Display Folder Tabs (top)
☒ Display Hyperlinks (bottom)

Processing Mode
☒ Interactive ☐ Deferred

☒ Allow Expert Entry 1730

Toolbar
Selected Toolbar Actions: 1720

☒ Save
☐ Return to List
☐ Next in List
☐ Previous in List
☐ Next Page in Component
☐ Previous Page in Component
☒ Refresh

☐ View Worklis
☐ Next in WorkList
☐ Previous in WorkList
☐ Add
☐ Update/Display
☐ Update/Display All
☐ Correction

☒ Disable Toolbar

1740

OK Cancel

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FIG. 17B

255

Person Component-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Home View Worklist Help Sign Out

Address <http://localhost:7001/services/clientserver/peoplesoftb/?cmd=stark>

PEOPLE Soft

Address Info View All First 1 of 1 Last

*Address Seq: 1 + -

Address Detail View All First 1 of 1 Last

*Effective Date: 07/25/2001 *Status: Active + -

*Address Type: Business *Address ID: 1208

Description: 1770

Country: USA United States 1780

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

County:

State: CA California

Postal: 94505

Time Zone: PST Pacific Time, Tijuana 1790

Last Modified: 07/25/2001 2:36PM PDT VP1 ☐ Submit

☐ Expert Entry 1760

Phone Info View All First 1 of 1 Last

*Phone Type Description Primary Prefix Telephone Phone Extension

Business Desk ☒ 001 925 694 9479 + -

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